

# MILITARY PAY InquiryLine

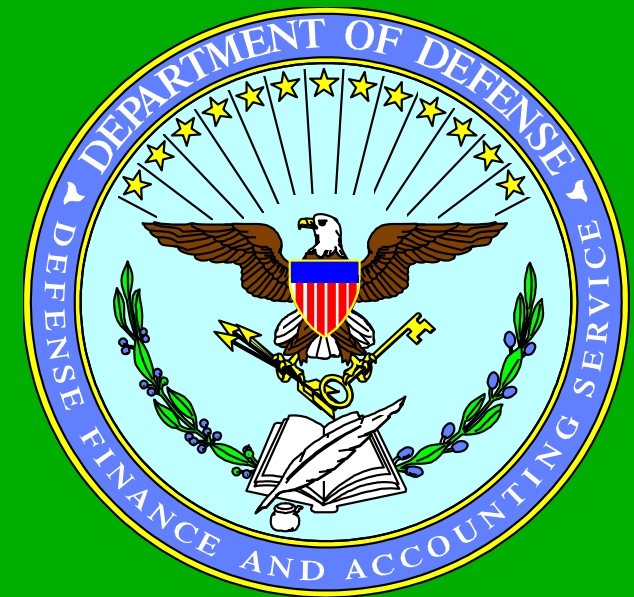
IVRS

INTERACTIVE VOICE RESPONSE SYSTEM

DEFENSE FINANCE AND  
ACCOUNTING SERVICE  
INTERACTIVE VOICE RESPONSE  
SYSTEM  
Indianapolis, IN  
46249

INTERACTIVE VOICE RESPONSE SYSTEM  
PIN  
(Personal Identification Number)

Your PIN should be kept secure to protect the privacy of your pay information. Giving it to anyone constitutes your authorization for that person to be your agent. That person may then access any and all pay information available in the Voice Response System.



TOLL FREE NUMBER  
DSN 699-0299  
CMCL 1-317-510-0299

24 HOUR AUTOMATED ACCESS

# INQUIRYLINE

# SECURE INFORMATION

## Active Duty Quick Key Access

### WHAT IS IVRS?

The Defense Finance and Accounting Service - Indianapolis Center developed a new feature for active duty Army Personnel to obtain current pay information by using a Personal Identification Number (PIN). All you need is your PIN and Social Security Number (SSN) and a touch tone telephone to access your latest pay information.

### How Does it Work?

DFAS will advise installations when the system is activated for their geographical location. You can call toll free or use DSN. You will be asked questions to determine the appropriate routing of inquiries. You will be asked for your SSN and PIN. If you do not have a PIN, the system will authenticate the person calling by asking responses to questions on pay related data items. You will be issued a customized PIN to be used each time the system is accessed. Once the PIN is activated you will be able to access the

following information:

- Direct Deposit Information
- Allotment/Bonds
- Tax Information
- Debt and Leave Information

### Other Services

This system also provides generic information on the following most frequently inquired on areas:

- None Receipt of Allotments
- Information on Bonds in Safe Keeping
- Reporting procedures of Lost or Stolen Bonds
- Inquiries regarding estimated earnings for purposes of civilian retirement
- Direct Access to a person who is a Bond Specialist

### PIN Security

If your PIN is compromised, lost, stolen, forgotten or help is needed in using IVRS, please speak directly to a Customer Service Representative.

### Global Commands

To better move around in our automated system you can use the following global commands at any time....

Press 7: to hear the last message repeated  
Press 8: to exit the system  
Press 9: to return to the previous menu

Press the following numbers on the touch tone keypad of your telephone and receive access to the information noted -- QUICKLY

1. Press 1 (Confirms touch tone telephone)
2. Press 1 (Prompts for SSN & PIN) or \*1 for Instructions
3. IVRS will prompt individual for SSN & PIN or system will allow individual to create PIN
4. Press 1 (Confirms SSN) or 2 (Reinput SSN)
5. IVRS will prompt individual for PIN or system will allow individual to create PIN 2 (Continues) or 1 (Changes PIN)
6. Access to Active Duty Main Menu
7. IVRS OPTIONS:

Press 1: Hear current pay information and

financial institution where deposited

Press 2: Hear list of current allotment information, start, end, amount, type and where allotment is sent or deposited

Press 3: Obtain federal and state, and year-

to- date wage information

Note:

Active duty soldiers are required

to contact their servicing

finance

office for reissue and corrected W2s

Press 4: Hear total debt and amount

collected to date on due obligations